

SERVICE MANUAL

FOR

MODEL SSP-373-F

**STAINLESS STEEL ELEVATOR/
AUTOMATIC DIALING TELEPHONE**

EQUIPPED WITH CAC6.00 FIMWARE



Serving the Telephone Industry Since 1930

***Communication Equipment
& Engineering Company***

***519 West South Park Street
Okeechobee, FL 34972***

Voice: 863-357-0798

Fax: 863-357-0006

IMPORTANT INFORMATION FOR CUSTOMER

Please fill in before you continue.

The following information is necessary when calling CEECO for assistance.

MODEL NUMBER	MODEL SSP-373-F EQUIPPED WITH CAC6.00 FIRMWARE.
SERIAL NUMBER	
DATE MANUFACTURED	
LOCATION INSTALLED	

For us to better serve you, please have this information available when calling for technical support.

CEECO Communication Equipment and Engineering Company

519 W South Park Street
Okeechobee, FL 34972
863-357-0798- telephone
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1.0 INTRODUCTION

The practices in this manual provide installation and maintenance information for the Model SSP-373-F Stainless Steel Telephone, equipped with CAC6.00 software.

The information in this manual is subject to change without notification.

For information not included in this manual, please call or write:

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2.0 GENERAL DESCRIPTION

The CEECO SSP-373-F Stainless Steel Panel Telephone is designed for elevator and other applications, for typical dialing, call restricting, speed dialing, auto-dialing, fraud prevention, timed call duration and more. The telephone is designed to be mounted in an optional CEECO mounting box (P/N 371-011) and mounting box frame (P/N 371-012) The telephone is designed for vandal – resistance as well. Custom software programs are available upon special request.

3.0 PROGRAMMING

- 3.1 **First read** through the programming section and then do the actual programming as you read along again. Programming is accomplished by way of the DTMF keypad. The programming can be accomplished in one continuous sequence without having to stop or perform any measures between programming sections. It is important to be slow and deliberate when pressing the keys during programming. A missed or partial tone will result in improper programming. **Connect the telephone** to a working telephone line or a DTMF test set.
- 3.2 Locate the two plastic **mini-jumpers** on the edge of the printed circuit board and move them to the “**ON**” position, as depicted on the last page of this manual.
- 3.3 **Lift the handset** and wait for dial tone before beginning programming.
- 3.4 Utilizing the keypad, enter # **9 7**. This will **clear all memory** locations.
- 3.5 Enter # **0 0**, which accesses the **telephone options** memory location. There are six (6) selections to be made in this location. By entering a selection into each of the six programming digit locations, the phone is customized for the particular installation. You **must** make an entry for each of the six digit locations. The six digit locations and the available selections are shown on the next page. Compare the example below to the information on the next page and then enter the 6 numbers you choose.

Example: Entering #00 followed by 101003 would program the phone to have no call restrictions, no incoming call allowed, a wide dial tone detect window, a muted microphone initially, DTMF dialing, and a 3 minute automatic timed call disconnect.

PROGRAMMING CONTINUED...

Location #00:

Digit 1

- 0 Implement Call restrictions
- 1 No call restrictions

Digit 2

- 0 No incoming calls allowed
- 1 Incoming calls allowed

Digit 3

- 0 Narrow dial tone detect window
- 1 Wide dial tone detect window (Always recommended)

Digit 4

- 0 Mute the microphone until the user dials a digit
- 1 Unmute the microphone after the access number is dialed

Digit 5

- 0 DTMF dialing
- 1 10 PPS pulse dialing
- 2 20 PPS pulse dialing

Digit 6

- | | |
|------------------------|-----------------------|
| 0=no call timeout | 5=12 min.call timeout |
| 1=2 min.call timeout | 6=15 min.call timeout |
| 2=3 min.call timeout | 7=20 min.call timeout |
| 3=5 min.call timeout | 8=25 min.call timeout |
| 4=10 min. call timeout | 9=30 min.call timeout |

- Be sure to record your selections in the table below for future reference.

Telephone Options Table: #00

1	2	3	4	5	6
---	---	---	---	---	---

PROGRAMMING CONTINUED...

- 3.6** If you desire the phone to **automatically dial a number** (up to eleven digits in length) when the handset is lifted, now is the time to enter it. If this is not a desired function, proceed to section 3.9. Programming location **#19** stores the auto-dial number. Therefore, enter # 1 9 followed by the desired auto dial number. For example: Entering #199 will program the phone to automatically dial a 9, when the handset is lifted. Be sure to record your entry in the table below for future reference.

1st Auto Dial Number Table: #19 _ _ _ _ _ _ _ _ _ _

- 3.7** If you desire the phone to **automatically dial a second number** (up to eleven digits in length) after the one stored in location #19 (see above), now is the time to enter it. If this is not a desired function, then proceed to section 3.9. Programming location **#18** stores the second auto dial number. In order to use #18, you must first use #19. This number will dial out approximately one second after any number stored in the #19 location. Enter # 1 8 followed by the desired auto dial number. For example: Entering #1818005551212 will program the phone to dial 1-800-555-1212 approximately one second after it dials the number stored in location #19. Combining the examples from this section and the one above, entering #199#1818005551212 will program the phone to automatically dial 9, pause one second and automatically dial 1-800-555-1212, when the handset is lifted. Be sure to record your entry in the table below for future reference.

2nd Auto Dial Number Table: #18 _ _ _ _ _ _ _ _ _ _

- 3.8** If you have a **normal 3 x 4 keypad** and you desire to have **speed-dialing** capability, now is the time to program it. If this is not a desired function, proceed to section 3.9. There are 40 speed-dial locations available. Those **locations are #30 thru #69**. The speed numbers may be up to eleven digits in length. Simply enter the pound key, followed by the location number, followed by the desired speed dial number.

The location numbers do not directly correspond to the keys, as in section 3.6. You could feasibly program all forty locations in one continuous programming sequence. Be sure to write down your entries for reference.

Example: Entering **#305551212#315875430#325839907** will program the phone to automatically dial 555-1212 when #30 is dialed, 587-5430 when #31 is dialed, and 583-9907 when #32 is dialed. Please note that, when the phone is put into operation, the # key must be dialed preceding the two digit location number, in order to release the speed dial number.

PROGRAMMING CONTINUED...

- 3.10** If you desire the phone to implement **call restrictions**, we will program the restrictions now. If this is not a desired function, proceed to section 3.11. In order for the phone to implement restrictions, a “0” must have been selected for Digit 1 under programming location #00. If this was not done, repeat section 3.5 in its entirety. The associated programming locations are **#70 thru #89**. Each of these twenty (20) locations may be used to program one call restriction. Each location will store a number (pattern) of up to eleven (11) digits in length. An “*” represents a wild card, so any time you enter the “*” key, you tell the phone to allow any single digit in its place. In order to restrict calling patterns, you program the phone to tell it which patterns to allow. In turn, it will block all others. Take a moment to look over the examples below. When you are finished, enter the # key, followed by a location code, followed by the desired number/pattern.

EXAMPLE: Entering #700***** allows all 0+ and 0- calls.
 Entering #71911 allows 911 to be dialed.
 Entering #721800***** allows any 1-800 call.
 Entering #73***** allows 7-digit calls.
 Entering #74587**** allows 7-digit calls beginning with 587.

Each pattern that you program will be “allowed” by the phone. If call restrictions are implemented (Location #00 Digit 1), the phone will only permit the calls that it is specifically programmed to allow. Any numbers that have been programmed into the speed, #19 or #18 locations do not have to be programmed again under this section.

- 3.11** Programming is now completed. **Hang up** the phone and return the **mini-jumpers** to the “OFF” position, as depicted on the last page of this manual. The phone is now ready for Testing/Operation.

4.0 TESTING/OPERATION

- 4.1 With the phone connected to the DTMF test set or working telephone line, lift the handset. Any number that was programmed into Location #19 should automatically dial out, at this time. If not, hang up the phone and repeat sections 3.2, 3.3, 3.7, and 3.11 only. If this does not solve the problem, please refer to section 12.2.
- 4.2 If any number was programmed into Location #18, that number should automatically dial out approximately one second after the number stored in Location #19 dials out. If not, hang up the phone and repeat sections 3.2, 3.3, 3.8, and 3.11 only. If this does not solve the problem, please refer to section 12.2. Please note that, in order to use Location #18, Location #19 must first be used.
- 4.3 If Locations #19 and/or #18 have not been programmed, you should receive dial tone on the line.
- 4.4 If your phone has the SBA (Single Button Access) keypad and you have programmed speed-dial numbers into it, try them now. Each button/key that you press should release the number that was programmed into it. If not, hang up the phone and repeat sections 3.2, 3.3, 3.6, and 3.11 only. If this does not solve the problem, please refer to section 12.2.
- 4.5 If your phone has a normal keypad and you programmed speed-dial numbers into it, try them now. When you press the # key followed by the two-digit location code, any number stored in that location should be released. For example, entering #30 should cause the phone to automatically dial any number stored in Location #30. If not, hang up the phone and repeat sections 3.2, 3.3, 3.9, and 3.11 only. It is not necessary to try to reprogram all of the speed dial locations, but only the ones that are not working. If this does not solve the problem, please refer to section 12.2.
- 4.6 If you opted to use phone implemented call restrictions, try some of them now. The phone should only permit “allowed” calls to be dialed. When you try to dial a number that you did not “allow”, the phone should sound an error tone (three short beeps) and reset the line. If not, hang up and repeat sections 3.2, 3.3, 3.5, 3.10, and 3.11 only. If this does not solve the problem, please refer to section 12.2.

TESTING/OPERATION CONTINUED...

- 4.7** Try placing a call to the phone. If the phone was programmed to accept incoming calls, it should ring and be answered with normal phone operation to follow. If it was programmed not to accept incoming calls, it will still ring, but when it is answered the called party will not be heard on the far end. The microphone will be muted. The Phone will then sound an error tone after approximately four seconds and reset itself. If this does not solve the problem, please refer to section 12.2.
- 4.8** If the phone was programmed to automatically time and disconnect the phone call (Call timeout feature), try making a telephone call. Time the call and see if the phone, in fact, automatically disconnects after the programmed time period. Please keep in mind that this will not be exact. If this fails, hang up and repeat sections 3.2, 3.3, 3.5, and 3.11 only. If this does not solve the problem, please refer to section 12.2.
- 4.9** Also be sure to determine that the microphone is muting as it was programmed (Location #00) and that the phone is in either DTMF (tone) dialing mode or pulse dialing mode as programmed (Also Location #00). DTMF sounds like definite tones or beeps, whereas pulse-dialing sounds like rhythmic clicks. If the phone does not seem to be functioning as programmed, hang up and repeat sections 3.2, 3.3, 3.5, and 3.11 only. If this does not solve the problem, please refer to section 12.2.
- 4.10** Attempt to “hookswitch dial” by tapping quickly on the tongue of the hookswitch assembly. The phone should momentarily open the line, until the attempt is over, and then return dial tone. If not, please refer to section 12.2.

5.0 OPERATION

When the phone is connected to the phone line and programmed according to section 2, the phone operates as follows:

- 5.1 When the phone is lifted off hook, dial tone is heard and the keypad is operational. Before and during dialing, the transmitter is turned off.
- 5.2 To dial a programmed number press the two-digit code (00-92) that corresponds to the number logged in section 3. The phone automatically dials the programmed number and the transmitter turns on. The keypad is available for use once speed dial number is accessed.
- 5.3 At the completion of the call the user replaces the handset back “on-hook”.

6.0 RECOMMENDED TOOLS AND TEST EQUIPMENT

DTMF Test Set

Volt/Ohm Meter

1/4" Nut Driver

Flat Blade Screw Driver

Security Tool 301-037

*The security tool is for a standard 5/32" button head screw generally used on the framework of the phone booths.

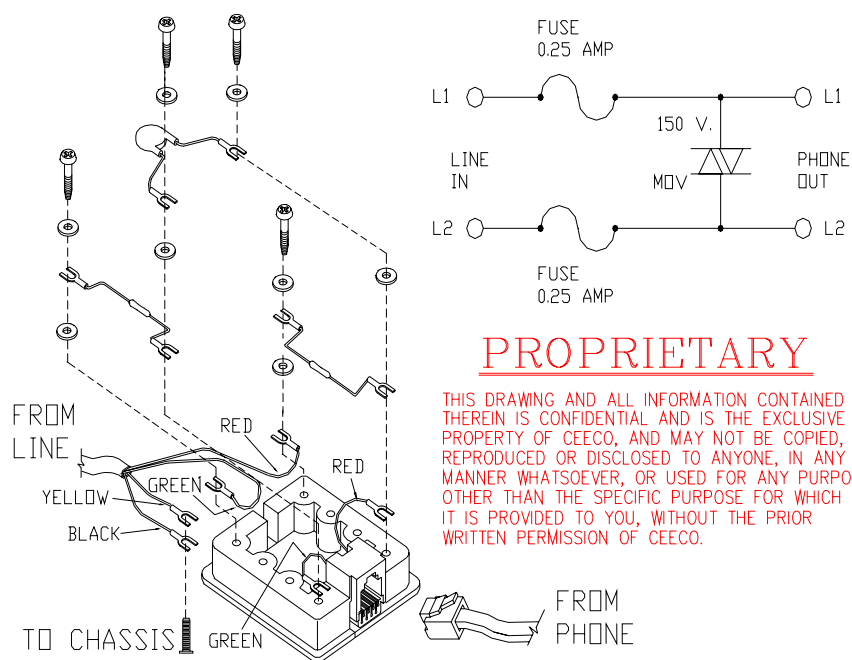
*****WARNING*****

- A. Never install telephone wiring during a lightening storm.
- B. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- C. Never touch non-insulated telephone wires or terminals unless the telephone line has been disconnected at the network interface
- D. Use caution when installing or modifying telephone lines.

7.0 INSTALLATION NOTES AND ASSEMBLY INSTRUCTIONS

- 7.1 To reduce the possibility of ESD (Electrostatic Discharge) damage to the Printed Circuit Board, it is recommended that this telephone be grounded via the housing and/or the yellow-black line cord wires to a suitable ground. These grounds include but are not limited to:
- Service Conduits
 - Service Equipment Enclosures
 - Grounding Conductors
 - Grounding Rods
 - A Metallic Cold Water Pipe having an underground length of at least 10 feet.
 - #24 gauge wire or larger is suitable for this purpose.
- 7.2 When servicing the telephone, be sure the Printed Circuit Board does not contact metal parts, otherwise permanent damage may occur to the board.
- 7.3 Using a 301-064 security tool (sold separately), loosen and remove the security screws.
- 7.4 The security tool is for a standard 1/8" button head screw generally used on the framework of telephone booths.
- 7.5 Separate the cover assembly from the housing by lifting the faceplate up and away from the housing.
- 7.6 The housing is designed for mounting on any flat vertical surface. Mounting holes are provided.
- 7.7 Run the inside station wire through the housing and terminate on the modular jack, as depicted on the following page. The CEECO-provided modular jack must be used, as it contains required over-voltage protection.
- 7.8 The use of a gas tube station protector is recommended. The station ground should not exceed 50 ohms.
- 7.9 Plug the modular line cord from the telephone assembly into the modular jack.
- 7.10 Dress the line cable away from the security screws. Install the faceplate into the housing and secure it by tightening the security screws.
- 7.11 Modular Jack Wiring Diagram

8.0 Telephone Line Wiring Diagram:



PROPRIETARY

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9.0 SPECIFICATIONS

INPUT POWER:	C.O. Line Powered
LOOP CURRENT:	23 mA min. to 80 mA max.
IMPEDANCE:	600 ohms
SIGNALING:	DTMF, 70ms tone, 50ms spacing
HEARING AID COMPATIBILITY:	Meets EIA standards
ENVIRONMENTAL:	Temperature 0°C to 50°C Humidity 20%-90% non-condensating
TELEPHONE PANEL:	Brushed 16-gauge stainless steel
DIMENSIONS:	6 7/8" W x 9 3/4" H x 3" D (handset on hook)
MOUNTING:	Vertical surface or enclosure-mount
WEIGHT:	Approximately 4 lb.
RINGER EQUIVALENCY:	0.8A
FCC REGISTRATION NO.:	BW-88T7-13717-TE-T
UL LISTED NO.:	60F5
TYPE JACK:	RJ11C

10.0 PARTS LIST

<u>QUANTITY</u>	<u>PART NUMBER</u>	<u>DESCRIPTION</u>
1	371-008	Stainless steel panel
1	371-014	Handset with coiled cord & magnetic plate.
1	928-001	Strain relief bushing.
2	945-001	Magnetic reed switch assembly
1	341-018	Modular cord
2	371-009A	Mounting support bracket
1	650-521	MCRK-2 PCB Assembly w/CAC6.00
1	12027	Network Card

OPTIONAL

371-011	Mounting box
371-012	Frame assembly for mounting box
406-019	10-32 x ½" Security screw (4 req'd)
301-037	Security tool

11.0 FCC NOTICE

11.1 FCC REGISTRATION AND REPAIR INFORMATION

Your new telephone has been registered with the Federal Communication Commission (FCC) in accordance with Part 68 of its rules. The FCC requires that you be advised of certain requirements involving the use of this telephone.

11.2 CONNECTION AND USE WITH THE NATIONWIDE TELEPHONE NETWORK.

The FCC requires that you connect this telephone to the Nationwide Telephone Network through a registered jack provided by the Telephone Company in your area. This jack is a modular outlet, which you can order from your local telephone company.

11.3 NOTIFICATION TO THE TELEPHONE COMPANY

Before connecting this telephone, the FCC requires that you notify your local telephone company business office. The number is in the front of your phone book.

Tell them:

The "line" to which you will connect the telephone (that is, your phone number), the telephone's FCC registration number and ringer equivalence number. These numbers are listed in section 7.0

The FCC further requires that you notify your local telephone company when permanently disconnecting this telephone.

12.0 REPAIR AND RETURN INFORMATION

12.1 WARRANTY REPAIR

Any device returned requiring warranty service, repair or credit must be accompanied with a "Return Material Authorization" (RMA) Form. It must include: return shipping instructions, original purchase order number and special marking instruction. A description of the trouble observed must be attached to the defective unit. This information must be inside the original shipping container.

12.2 DIRECT ALL INQUIRES TO:

CEECO
Repair Department
863-357-0798- telephone
863-357-0006- facsimile
info@ceeco.net
www.ceeco.net

12.3 NON-WARRANTY REPAIR

CEECO will repair equipment out of warranty for a set charge plus parts. The customer must pay the shipping costs both directions.

12.4 RETURN FOR CREDIT

Material may be returned for credit only with prior approval. Material authorized for return is subject to a 20% restocking charge based on the manufacturer's list price. Return RMA must be requested no later than 30 days after original shipment.

12.5 EXCHANGE POLICY

If a replacement unit is required it will be shipped in the most expedient manner consistent with the urgency of the situation. Please contact "customer service" for instructions regarding exchange of modules or printed circuit boards.

13.0 WARRANTY POLICY

13.1 GENERAL

CEECO products are guaranteed to be free of defects in material and workmanship for a period of 12 months from the date of original shipment, if properly installed and maintained. This warranty is limited to the value of material only.

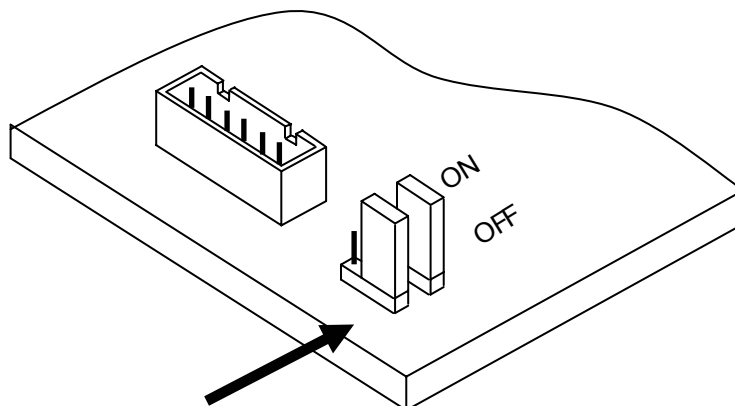
CEECO will repair or replace any unit during this period if found to be defective for reasons other than abuse and improper use or improper installation. It is the buyer's responsibility to return the defective unit to the factory. CEECO will then repair or replace any defective parts and return them to the buyer free of charge.

13.2 PRINTED CIRCUIT BOARDS

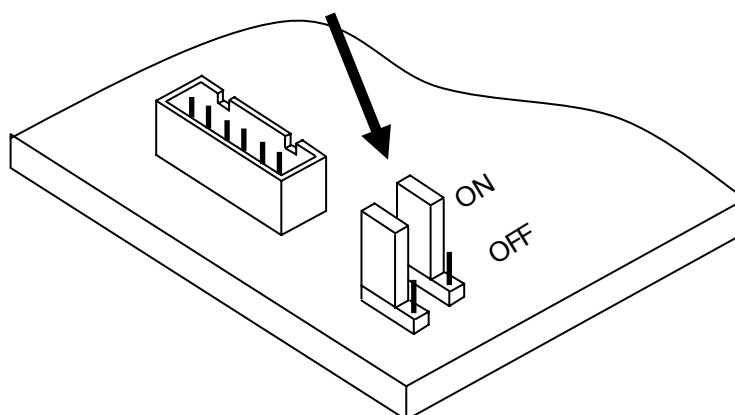
Printed circuit boards should not be field repaired. If a unit is found to be faulty, replace it with another unit and return the faulty unit to CEECO for repair. Modifications by anyone other than CEECO will void the warranty.

14.0 DIAGRAM

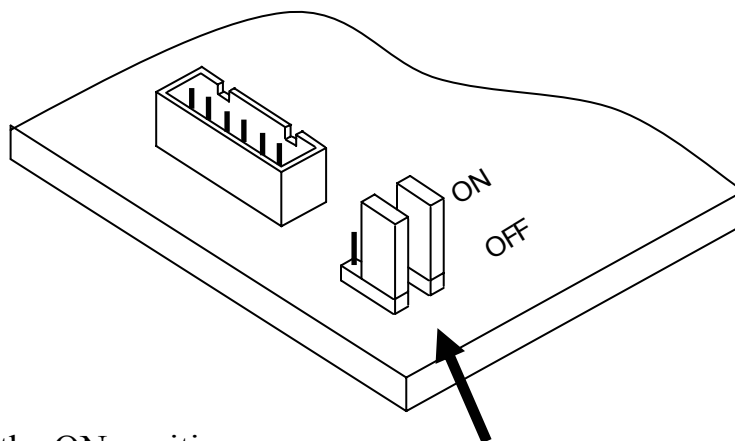
Locate the mini jumpers on the corner of the PCB.



Move the mini jumpers to the **ON** position **BEFORE** going off-hook.



When programming is completed, move the mini jumpers to the **OFF** position.



NOTE:

Do not leave the mini jumpers in the ON position; this will decrease battery life.